

5 High View
Newborough
NB1 3RS

22 August 2007

Mr R T Black
Customer Services Department
Sunny Holidays
PO Box 4
Brampton
BR4 3JH

Dear Mr Black

Holiday Reference Number: CT2118M

Following our telephone conversation earlier today, I am writing to give details of my dissatisfaction with my holiday at the New Hotel, Los Christianos, Tenerife (10 to 18 August 2005) that I booked with your company for myself and my family.

My central complaint is that the hotel fell far short of the description in the brochure. We had booked two double en-suite rooms (numbers 213 and 214); although said to be four-star accommodation, the bedrooms were very cramped and the furnishings worn and dirty. In addition to this, the toilet was blocked in room 214 and the shower wasn't working in room 213. The hotel's grounds, described in the brochure as 'pleasant, tranquil, and spacious' were in fact bordered on two sides by a very busy main road, while the swimming pool was closed the entire week for repairs.

When we spoke to your representative (Tracey Mills), she promised to try to get the shower and toilet fixed but this took an unacceptably long time to happen – 3 days from when we first complained. I asked her to fill out a holiday report form detailing these issues and enclose a copy for your information, together with photos of the bedrooms and the hotel grounds.

As stated in my telephone call, I feel that we are due a full refund for this holiday as it failed to meet the description in the brochure, together with compensation to make up for the fact our holiday was ruined. I look forward to hearing from you within the next fortnight.

Yours sincerely

Maria Johnson (Mrs)